



ISO 28564-1

**Public information guidance
systems —**

**Part 1:
Design principles and element
requirements for location plans,
maps and diagrams**

Systèmes de guidage destinés à l'information du public —

*Partie 1: Principes de conception et exigences pour éléments de
plans, cartes et diagrammes de situation*

**Second edition
2026-07**

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This document was prepared by Technical Committee ISO/TC 145, *Graphical symbols*, Subcommittee SC 1, *Public information symbols, signs and guidance system*.

This second edition cancels and replaces the first edition (ISO 28564-1:2010), which has been technically revised.

The main changes are as follows:

- updating foreword, introduction and bibliography;
- updating normative references;
- adding one note in scope to mention other parts of ISO 28564;
- adding requirements related to symbol perceptual quality testing and symbol referent association to [4.2](#);
- adding coordination recommendation to [5.1](#).

A list of all parts in the ISO 28564 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Continued growth in travel and mobility within and between countries has generated a growing range of wayfinding guidance systems and styles containing a wide variety of information. Such systems serve various purposes, such as enabling users to:

- understand the range of facilities and points of interest present;
- understand the physical relationship between those facilities and points of interest;
- determine the best way to reach a required facility or point of interest given their mobility circumstances.

This document is concerned with location plans, maps and diagrams used to support wayfinding.

The purpose of this document is to provide principles on the design and use of location plans, maps and diagrams to enable users to assimilate required information swiftly and accurately. It is not the intention to limit design freedom unnecessarily, but to set guidelines and, where appropriate, specifications which reflect relevant research and best practice.

Where appropriate, as part of an integrated wayfinding system, location plans, maps and diagrams are used in association with fixed location signs and direction signs (see ISO 28564-2), information index signs (see ISO 28564-3), hand-held maps, and IT applications, as well as human assistance. For guidelines on the installation and assessment of wayfinding systems, please refer to ISO 28564-4.